

## REMARKS

The Official Action dated February 3, 2006, has been carefully reviewed and the foregoing amendment has been made in response thereto. Prior to entry of the foregoing amendment claims 1 through 32 were active in the present application. Claims 1, 14-16, 25 and 26 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Kesel (U.S. Patent No. 6,026,387) in view of Horowitz et al. (U.S. Patent No. 6,349,290). Claims 2-7, 12, 13, 18-24, 27 and 28 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Kesel in view of Horowitz et al. and further in view of Kriens et al. (U.S. Patent No. 5,864,862). Claims 8-9 and 29-32 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Kesel in view of Horowitz et al. and Kriens et al. and further in view of Trout (U.S. Patent No. 5,566,349). Claims 10 and 11 stand rejected under 35 U.S.C. §103(a) as being unpatentable over Kesel in view of Horowitz et al. and Kriens et al. and further in view of Bossemeyer, Jr. et al. (U.S. Patent No. 6,510,427). Claim 17 stands rejected under 35 U.S.C. §103(a) as being unpatentable over Kesel in view of Horowitz et al. and further in view of Chase (U.S. Patent No. 6,332,143).

The foregoing amendment requests the cancellation of claim 19. Claims 1, 2, 5, 14, 18 and 25 have been amended. Independent claim 1 has been amended to recite the steps of (1) associating values with a plurality of predefined words; (2) receiving customer feedback in the form of textual comments that originate with a human customer; (3) comparing words in the customer feedback with said predefined words; and (4) generating an indication to rate said customer feedback based on an identification of at least one word in said customer feedback as equivalent to one of said predefined words and the value of said equivalent one of said predefined words.

Similar amendments have been made to independent claims 14 and 25. Support for the amendments to claims 1, 14 and 25 is provided in paragraphs 0029 through 0031 and 0042 and original claims 25 of the present application.

The rejections of claims 1-18 and 19-32 are believed to be overcome by the amendments to independent claims 1, 14 and 25. Claim 1, as amended, recites a method executable by an automated system without requiring intervention by a human user, comprising:

- associating values with a plurality of predefined words;
- receiving customer feedback in the form of textual comments that originate with a human customer;
- comparing words in the customer feedback with said predefined words;
- generating an indication to rate said customer feedback based on an identification of at least one word in said customer feedback as equivalent to one of said predefined words and the value of said equivalent one of said predefined words.

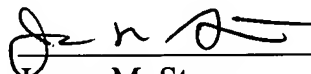
It is not seen that Kesel, Horowitz et al., or any of the other cited references teach or suggest, singularly or in combination, the steps of associating values with a plurality of predefined words; comparing words in the customer feedback with said predefined words; and generating an indication to rate said customer feedback based on an identification of at least one word in said customer feedback as equivalent to one of said predefined words and the value of said equivalent one of said predefined words. Accordingly it is believed that claim 1 recites an invention which is patentable over the cited references.

Independent claims 14 and 25, as amended, include limitations similar to those of claim 1, described above. Accordingly claims 14 and 25 are also believed patentable over the cited references. The remaining claims in the depend from,

and further limit the inventions recited in claims 1, 14 or 25, and are therefore also patentable over the cited references.

In view of the foregoing amendments and remarks, it is believed that the application including claims 1-18 and 20-32 is in condition for allowance. Early and favorable action is respectfully requested.

Respectfully submitted,

  
James M. Stover  
Reg. No. 32,759

Intellectual Property Section  
Law Department  
NCR Corporation  
1700 South Patterson Blvd.  
Dayton, Ohio 45479-0001

Tel. No. (937) 445-7663  
Fax No. (937) 445-6794